

Mississippi Transitional Refresher Course Special Considerations Course Outline

Minimum course length 12 hours

1. Basic Elements of Communications
 1. Message, Receiver and Feedback
 1. Encode
 2. Decode
 3. Feedback
 4. Empathy
 2. Failures
 1. Prejudice
 2. Lack of Empathy
 3. Lack of Privacy
 4. Distractions
 1. Internal
 2. External
 3. Professional Behavior
 4. Appearance
 1. Cleanliness
 2. Good Hygiene
 3. Physical Fitness
 4. Facial Expression
 5. Confident (Not arrogant)
 6. Considerations towards the patient
 5. Patient Interview
 1. Use Patients Name
 2. Address the patient properly
 3. Modulate your voice
 4. Use professional but compassionate voice
 5. Explain what and why
 6. Keep calm
 6. Nonverbal Communication

1. Distance
 2. Relative level
 3. Stance
 1. Open
 2. Closed
7. Eye Contact
8. Compassionate Touch
9. Questioning Techniques
 1. Leading questions
 2. Open-ended questions
 3. One question at a time
 4. Listen, Listen, Listen
 5. Use understandable language
 6. If possible, no interruptions
10. Observe the Patient
11. Effective Listening and Feedback
 1. Silence
 2. Reflection
 3. Facilitation
 4. Empathy
 5. Clarification
 6. Confrontation
 7. Interpretation
 8. Explanation
 9. Summarization
12. Traps of Communication
 1. False assurances
 2. Giving advice
 3. Authority
 4. Using avoidance language
 5. Distancing
 6. Professional jargon
 7. Talking too much
 8. Using why questions

13. Special Needs
1. Children

1. Infant
2. Toddler
3. Preschool School age
4. Adolescent

2. Elderly

3. Patients with Sensory Impairment
4. Language and Cultural Considerations
5. Hostile and Uncooperative Patients

2. Geriatric Emergencies

1. Epidemiology and Demographics

1. Population Characteristics
2. Societal Issues
3. Financing and Resources

2. General Pathophysiology, Assessment, and Management

1. Pathophysiology of the Elderly Patient
2. Assessment Considerations
3. Management Consideration

3. System Pathophysiology in the Elderly

1. Respiratory system
2. Cardiovascular system
3. Nervous system
4. Endocrine system
5. Gastrointestinal system
6. Thermoregulatory system
7. Integumentary system
8. Musculoskeletal system
9. Renal system
10. Genitourinary system
11. Immune system
12. Hematology

4. Common Medical Problems in the Elderly

1. Pulmonary/Respiratory Disorders
2. Cardiovascular disorders
3. Neurological disorders
4. Metabolic and Endocrine disorders
5. Gastrointestinal disorders
6. Skin disorders
7. Musculoskeletal disorders
8. Renal disorders
9. Urinary disorders
10. Environmental Emergency
11. Toxicological Emergencies
12. Substance Abuse
13. Behavioral/Psychological Disorders

3. Abuse and Assault

1. Partner Abuse

1. Reasons for Not reporting Abuse
2. Identification of Partner Abuse
3. Characteristics of Partner Abusers
4. Characteristics of Abused partners
5. Approaching the Battered Patient

2. Elder Abuse

1. Identification of Elder Abuse
2. Theories about Domestic Elder Abuse
3. Characteristics of Abused Elders
4. Characteristics of Elder Abuse

3. Child Abuse

1. Characteristics of Child Abusers
2. Characteristics of Abused Children
3. Identification of the Abused Child
4. Recording and Reporting Child Abuse

4. Sexual Assault

1. Characteristics of Victims of Sexual Assault/Rape
2. Characteristics of Sexual Assailants
3. EMS Responsibilities
4. Legal Considerations

4. The Challenged Patient
 1. Physical Challenges
 1. Hearing Impairments
 2. Visual Impairments
 3. Speech Impairments
 4. Obesity
 5. Paralysis
 2. Mental Challenges and Emotional Impairments
 3. Developmental Disabilities
 1. Accommodations for Developmental Disabilities
 2. Down Syndrome
 3. Fetal Alcohol Syndrome
 4. Pathological Challenges
 1. Arthritis
 2. Cancer
 3. Cerebral palsy
 4. Cystic fibrosis
 5. Multiple sclerosis
 6. Muscular dystrophy
 7. Poliomyelitis
 8. Previous head injuries
 9. Spinal bifida
 10. Myasthenia gravis
 5. Other Challenges
 1. Culturally diverse patients
 2. Terminally ill patients
 3. Patients with communicable diseases
 4. Patients with financial challenges
5. Acute interventions for the Chronic-Care Patients
 1. Epidemiology of Home Care
 1. Patients receiving home care
 2. ALS response to home care patients
 2. General Systems Pathophysiology, Assessment, and Management

1. Assessment
2. Transportation and Management Treatment Plan
3. Specific Acute Home Health Situations
 1. Respiratory Disorders
 2. Vascular Access Devices
 3. Cardiac Conditions
 4. CI/CU Crisis
 5. Acute Infections
 6. Maternal and Newborn Care
 7. Hospice and Comfort Care